## ABSTRACT

A method for predicting parts for onsite repair which takes into account a repair history and the costs associated with mis-predictions. Parts for onsite repair of a product are predicted by determining an expected waste for one or more parts of the product. The parts having a lowest expected waste are selected and sent to the onsite repair. The expected waste indicates parts that are

10 responsible for high support costs and highlights the mistakes being made and scores the mistakes by actual cost.